AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-23 (previously cancelled)

24. – 30. (withdrawn)

31-36 (currently canceled)

37.   (previously added)   A computerized method for providing user support, the method comprising:

passing a navigation event from a first frame originating from a first domain to a second frame originating from a second domain;

determining the present navigation location within the first frame using the navigation event; and

initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location.

38. (previously added)   The method of claim 37, further comprising:

receiving data that was collected from the user in the automated help session;

initiating a live help session; and

passing the collected data to the live help session.

39. (previously added)   The method of claim 37, further comprising:

receiving data that was collected from a user in the first frame; and

passing the data collected in the first frame to the second frame.

40. (previously added)   The method of claim 37, wherein the first frame comprises a content frame.

41. (previously added)   The method of claim 37, further comprising:

passing a command from the automated help session to the first frame.

42. (previously added)   The method of claim 37, further comprising:

receiving data that was collected in the automated help session; and

passing the data to the first frame.

43. (currently amended)   The method of claim 38 37, further comprising:

receiving data that was collected in the live help session; and

passing the data to the first frame.

44. (currently amended)   The method of claim 38 37, further comprising:

receiving data that was collected from the user in the second frame; and

passing the data to the live help session.